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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
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21003	7590	07/20/2005	EXAMINER	
BAKER & BOTTS 30 ROCKEFELLER PLAZA NEW YORK, NY 10112				JARRETT, SCOTT L
ART UNIT		PAPER NUMBER		
3623				

DATE MAILED: 07/20/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)	
	09/902,360	YAFFE ET AL.	
	Examiner	Art Unit	
	Scott L. Jarrett	3623	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) Responsive to communication(s) filed on 10 July 2001.
- 2a) This action is FINAL. 2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) Claim(s) 1-24 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) Claim(s) _____ is/are allowed.
- 6) Claim(s) 1-24 is/are rejected.
- 7) Claim(s) _____ is/are objected to.
- 8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on 29 November 2001 is/are: a) accepted or b) objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) All b) Some * c) None of:
1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) Notice of References Cited (PTO-892)
2) Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____

- 4) Interview Summary (PTO-413)
Paper No(s)/Mail Date _____
5) Notice of Informal Patent Application (PTO-152)
6) Other: _____



DETAILED ACTION

Title

1. The title of the invention is not descriptive. A new title is required that is clearly indicative of the invention to which the claims are directed.

The following title is suggested: Internet-Based On-Time Appointment Status Display.

Claim Objections

2. Claim 18 is objected to under 37 CFR 1.75(c), as being of improper dependent form for failing to further limit the subject matter of a previous claim. Applicant is required to cancel the claim(s), or amend the claim(s) to place the claim(s) in proper dependent form, or rewrite the claim(s) in independent form. Claim 18 recites "The system of claim 17 further comprising said server." wherein claim 17 already recites a server.

Claim Rejections - 35 USC § 103

3. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

4. Claims 1-24 are rejected under 35 U.S.C. 103(a) as being unpatentable over Bansal et al., U.S. Patent No. 6,898,569 and further in view of Crici et al., U.S. Patent Publication No. 2005/0027580.

Regarding Claim 1 Bansal et al. teach an advanced scheduling and notification system and method wherein the system determines if one or more meeting participants (attendees) is going to be delayed (untimely) in attending a scheduled appointment and then notifies, via a plurality of devices/communication channels (Internet, phone, voice mail, electronic mail, etc.), the other appointment participants (attendees) of the timelines of delayed participant (Abstract; Column 2, Lines 21-30; "I'm running 45 minutes late.", Column 4, Lines 28-29; Figures 1-3).

More specifically Bansal et al. teach an advanced scheduling and messaging system and method for notifying meeting participants of the timeliness of one or more meeting participants (attendees, users) in meeting a scheduled appointment comprising:

- providing information regarding the timeliness of one or more of an appointment's participants in meeting the scheduled appointment time wherein the system (server, subsystem, component, web server, etc.) notifies meeting participants via a plurality of communication devices/channels (Internet web page, email, voice mail, etc.) of the timeliness of one or more meeting participants (i.e. providing an on-time web page; ".scheduling unit 300 may also place information on an Intranet, the Internet, or a World Wide Web page to be retrieved by the attendee...", Column 4, Lines 5-9; Column 2, Lines 59-68; Figures 1-3); and

- at least one user (meeting participant, attendee) device (computer, system, phone, personal digital assistant, etc.) connected to the system receiving and displaying timeliness information/notifications (i.e. on-time web page; Column 3, Lines 51-68; Column 4, Lines 1-24);

- a user (meeting participant, attendee) device connected to the system sending (providing, entering, etc.) new and/or updated schedule information (Column 3, Lines 34-50) wherein the schedule information indicates changes in the timeliness of the user in meeting a scheduled appointment or appointments ("A user accesses a scheduling unit 300 through one or more access devices...", Column 2, Lines 64-65; "One way the scheduling unit 300 may determine if a user will be late for an appointment is by direct user input.", Column 4, Lines 37-38; Column 3, Lines 34-50; Column 4, Lines 14-62; Figure 3).

FIG. 1

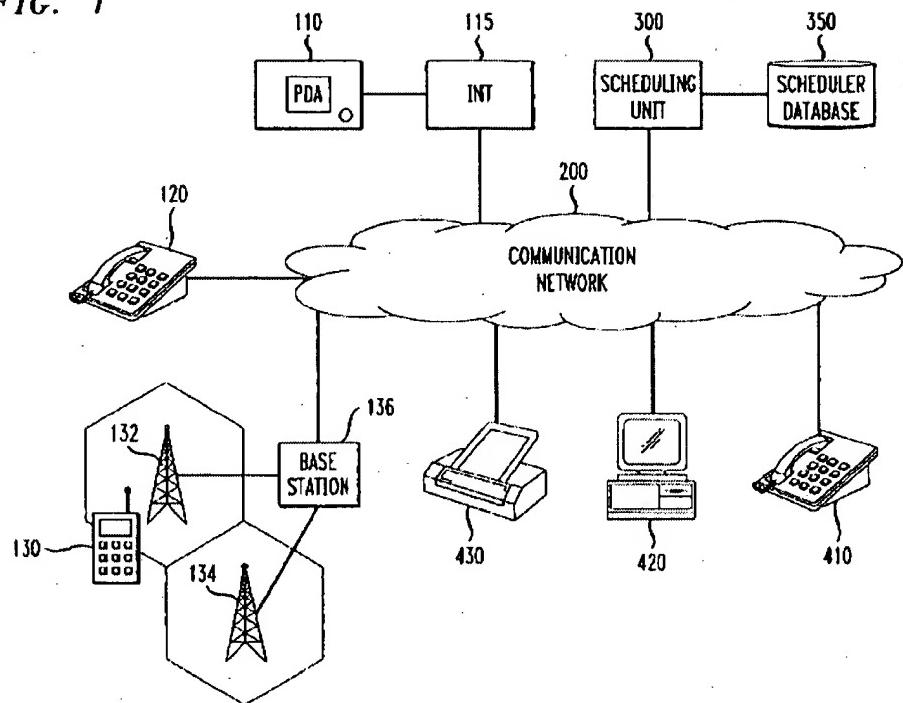
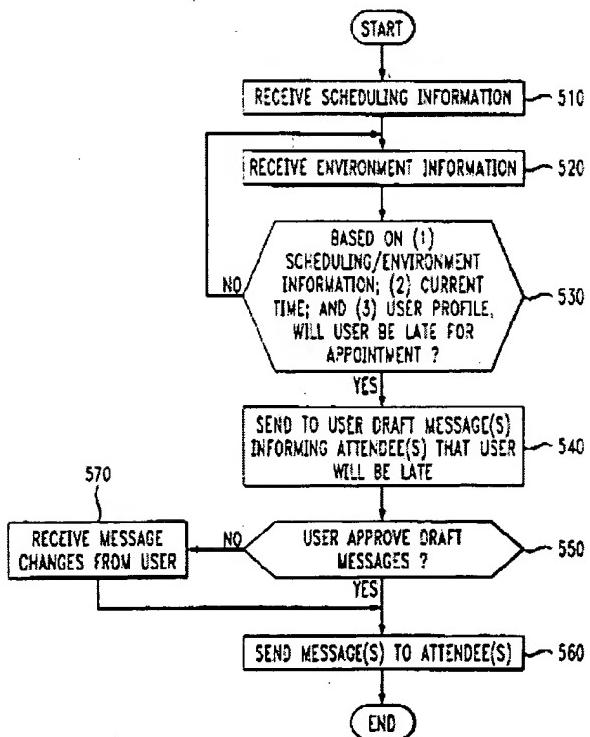


FIG. 3



Bansal et al. does not expressly teach limiting the advanced scheduling and notification system and method to appointments between customers and service providers as claimed.

Crici et al. teach the scheduling of appointments between customers (service receivers) and service providers (e.g. doctors/patients, consumers/mechanics), in an analogous art of appointment scheduling, for the purposes of enabling customers to reserve appointments with one or more service providers (Abstract; Paragraph 0007).

It would have been obvious to one skilled in the art at the time of the invention that the advanced scheduling and messaging system, with its ability to notify all meeting participants (users, meeting attendees) of the ability of all of the other meeting participant's to meet at the prearranged time and place (i.e. timeliness in meeting the schedule appointment), as taught by Bansal et al. would have been utilized to notify customers (service receivers) of the ability of a service provider to meet their schedule appointment with the customer (i.e. timeliness) in view of teachings of Crici et al.; the resultant system enabling service providers to notify their customers (meeting participant's, users, attendees) that they are "running late" and thereby allowing customers (users, other meeting participants) to appropriately adjust their schedules (e.g. cancel/reschedule their appointment) based on the service provider's timeliness (Bansal et al.: Column 4, Lines 27-35 and 54-55).

Regarding Claim 2 Bansal et al. teach a schedule notification system and method wherein the server comprising a computer network server (Column 2, Lines 62-68; Column 3, Lines 1-68; Column 4, Lines 1-12; Figures 1-2).

Regarding Claims 3-7 Bansal et al. teach a scheduling and notification system and method wherein all of the users of the system may access the system via a plurality of communication devices/channels as well as be provided with (notified of) information regarding the timeliness of meeting participants in meeting scheduled appointments via a plurality of devices including but not limited to: personal computer (desktop computer; Column 3, Lines 62-65; Figure 1, Element 420), a personal digital assistant (laptop, palmtop, etc.; Column 3, Lines 13-22) and a web appliance (i.e. a computer/computing device whose function is to connect to the Internet; e.g. PDAs, home networked computers, and the like; Column 3, Lines 13-22 and 56-65; Figure 1, Elements 110, 120, 130 and 420).

Regarding Claims 8 and 10-11 Bansal et al. teach a scheduling and notification system and method wherein users connect to the system via a plurality of communication mechanisms including hard-wired and wireless connections (PSTN, Internet, digital cellular, PCS, etc.; Column 3, Lines 1-25; Column 4, Lines 1-12; Figures 1-2, Element 200).

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Bansal et al. is silent on the physical medium/material(s) utilized in implementing the communication network (Figure 1, Element 200). Specifically Bansal et al. does not expressly teach that the communication network utilizes optical (fiber-optic) or coaxial cables.

Official notice is taken that optical and/or coaxial cables are common infrastructure components/materials used in communication networks is old and very well known.

It would have been obvious to one skilled in the art at the time of the invention that the advanced scheduling and notification system and method, with its ability connect to users to scheduling information via plurality of communication mechanisms and devices over a communications network (e.g. Internet), as taught by Bansal et al. would have utilized well known communication network infrastructure, including fiber optic and/or coaxial cables.

Regarding Claims 9 and 12 Bansal et al. teach a scheduling and notification system and method wherein users connect to the system via a plurality of connection/communication mechanisms including hard-wired and wireless connections (PSTN, Internet, digital cellular, PCS, etc.; Column 3, Lines 1-25; Column 4, Lines 1-12; Figures 1-2, Element 200).

Regarding Claim 14 Bansal et al. teach a scheduling and notification system and method wherein the plurality of meeting participants access the system and timeliness information regarding a scheduled appointment via a plurality of devices/communication channels as discussed above. Specifically Bansal et al. teach that the system notifies the plurality of users of the ability of meeting participant(s) to meet a scheduled appointment by placing timeliness information on a World Wide Web page (i.e. on-time web page; "The scheduling unit 300 may also place information on an Intranet, the Internet, or a World Wide Web page to be retrieved by the attendee using the computer 420", Column 4, Lines 7-9); computers (devices) for viewing/accessing web pages inherently utilizing a browser (application, code, software, subsystem, system, etc.) that enables users to locate, access, view/display and interact with Internet/Web pages/files/programs.

Regarding Claim 15 Bansal et al. teach a scheduling and notification system and method wherein the system enables users to access the system via a plurality of devices (PDA, PC, IVR, etc.) and interfaces to enter/update schedule and timeliness information into the scheduler database (Column 2, Lines 64-68; Column 3, Lines 13-16 and 33-50; Figure 1, Elements 115 and 350).

While Bansal et al. teach providing schedule information via World Wide Web page (Column 4, Lines 7-9) and enabling users to enter schedule information via a plurality of interfaces Bansal et al. does not expressly teach that one of the plurality

interfaces provided for entering scheduling and/or notification information into the system is a web page (update web page) as claimed.

Crici et al. teach enabling service providers and service receivers to enter and update schedule information via an update web page displayed in a web browser, in an analogous art of appointment scheduling, for the purposes of enabling users to remotely enter and/or update (modify) schedule information into the Internet-based appointment scheduling system and method (Abstract; Paragraphs 0008, 0034 Figures 6-8).

It would have been obvious to one skilled in the art at the time of the invention that scheduling and notification system and method, with its ability to provide schedule timeliness information via World Wide Web page and enable users to enter schedule information via a plurality of interfaces, would have benefited from providing an update web page (web form, web interface) to enables users (service providers and service receivers) to enter and update schedule information remotely in view of the teachings of Crici et al.; the resultant system providing users with remote access to the timeliness information (Crici et al.: Paragraph 0034).

Regarding Claim 16 Bansal et al. teach a scheduling system and method wherein the system (server) comprises:

- a database (data set, files, etc.) for storing schedule information (Column 3,

Lines 33-50; Figures 1-2, Element 350); and

- a computer (terminal, device, etc.) for displaying on-time web page received from the system based on updated information received (Column 3, Lines 56-68; Column 4, Lines 1-12; "The scheduling unit 300 may also place information on an Intranet, the Internet, or a World Wide Web page to be retrieved by the attendee using the computer 420", Column 4, Lines 6-9); computers (devices) for viewing/accessing web pages inherently utilizing a browser (application, code, software, subsystem, system, etc.) that enables users to locate, access, view/display and interact with Internet/Web pages.

Bansal et al. does not expressly teach that the browser software/application utilized to view service provider timeliness information provides a look-up table for locating the on-time and update web pages amongst a plurality of web pages (e.g. browser bookmark/favorite links, browser history).

Official notice is taken that it is old and very well known that browsers, such as Internet Explorer, Mosaic, Netscape Navigator, and the like, provide a look-up table for locating one or more web pages amongst a plurality of web pages; more commonly known as browser bookmarks, favorite links, browser history or the like that enable

users to manage, save and retrieve frequently accessed web sites/applications efficiently.

It would have been obvious to one skilled in the art at the time of the invention that the system and method for providing schedule timeliness information, with its ability to enable users to access the system via an Internet web page (inherently utilizing a well known and very old browser subsystem), as taught by Bansal et al. would have benefited from enabling users to bookmark the system (application, web pages, etc.) utilizing the browser's bookmark and/or favorites capabilities (i.e. store the system's URL in a lookup table/list) in view of official notice; the resultant system providing user with a convenient mechanism for saving and retrieving frequently accessed web sites/applications.

Regarding Claims 17-18 Bansal et al. teach a scheduling and notification system and method wherein users enter new/updated schedule and timeliness information as discussed above. Bansal et al. more specifically teaches that the scheduling and notification system and method comprises:

- a user device (PDA, laptop, PC, etc.) connected to the system (server) sending updated timeliness information to the server indicating changes in timeliness (Column 3, Lines 7-55; "With one or more of these access devices 110, 120, 130, the user may enter information about an appointment, such as the date, time and place of a meeting, and a list of attendees into the scheduling unit 300.", Column 3, Lines 33-36; "A user

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accesses a scheduling unit 300 through one or more access devices...”, Column 2, Lines 64-65; “One way the scheduling unit 300 may determine if a user will be late for an appointment is by direct user input.”, Column 4, Lines 37-38 Figures 1-2); and

- a user device comprising a computer (laptop, PC, etc.) for displaying an interface (screen, form, etc.) through which new/updated timeliness information can be entered and sent to the system (server) which receives and displays (indicates) the updated information (Column 3, Lines 56-68; Column 4, Lines 1-12).

Bansal et al. does not expressly teach limiting the advanced scheduling and notification system and method to appointments between customers and service providers or that one of the plurality interfaces provided for entering scheduling and/or notification information into the system is a web page (update web page) as claimed.

Crici et al. teach the scheduling of appointments between customers (service receivers) and service providers (e.g. doctors/patients, consumers/mechanics), in an analogous art of appointment scheduling, for the purposes of reserving an appointment with a service provider at a specified place and time (Abstract; Paragraph 0007).

Crici et al. further teach enabling service providers and service receivers to enter and update schedule information via an update web page displayed in a web browser for the purposes of enabling users to remotely enter and/or update (modify) schedule information into the Internet-based appointment scheduling system and method (Abstract; Paragraphs 0008, 0034 Figures 6-8).

It would have been obvious to one skilled in the art at the time of the invention that the advanced scheduling and messaging system, with its ability to notify all meeting participants (users, meeting attendees) of the ability of all of the other meeting participant's to meet at the prearranged time and place (i.e. timeliness in meeting the schedule appointment), as taught by Bansal et al. would have been utilized to notify customers (service receivers) of the ability of a service provider to meet their scheduled appointments with the customers (i.e. timeliness) in view of teachings of Crici et al.; the resultant system enabling service providers to notify their customers (meeting participant's, users, attendees) that they are "running late" and thereby allowing customers (users, other meeting participants) to appropriately adjust their schedules (e.g. cancel/reschedule their appointment) based on the service provider's timeliness (Bansal et al.: Column 4, Lines 27-35 and 54-55).

Further it would have been obvious to one skilled in the art at the time of the invention that scheduling and notification system and method, with its ability to provide schedule timeliness information via World Wide Web page and to enable users to enter schedule information via a plurality of interfaces, would have benefited from providing an update web page (web form, web interface) to enables users (service providers and service receivers) to enter/update schedule information remotely in view of the teachings of Crici et al.; the resultant system providing users with remote access to the timeliness information (Crici et al.: Paragraph 0034).

Regarding Claim 19 Bansal et al. teach an advanced scheduling and messaging system for notifying meeting participants of the timeliness of one or more meeting participants (attendees, users) in meeting a scheduled appointment comprising:

- requesting and providing schedule timeliness information via an on-time web page (Column 3, Lines 51-68; Column 4, Lines 1-10);
- accessing a database to retrieve timeliness information (Column 3, Lines 33-55; Figures 1-2, Element 350); and
- displaying an on-time web page on a computer (Column 3, Lines 56-68; Column 4, Lines 1-12; "The scheduling unit 300 may also place information on an Intranet, the Internet, or a World Wide Web page to be retrieved by the attendee using the computer 420", Column 4, Lines 6-9); computers (devices) for viewing/accessing web pages inherently utilizing a browser (application, code, software, subsystem, system, etc.) that enables users to locate, access, view/display and interact with Internet/Web pages.

Bansal et al. does not expressly teach limiting the advanced scheduling and notification system and method to appointments between customers and service providers as claimed.

Crici et al. teach the scheduling of appointments between customers (service receivers) and service providers (e.g. doctors/patients, consumers/mechanics), in an analogous art of appointment scheduling, for the purposes of remotely reserving an

appointment with a service provider at a specified place and time (Abstract; Paragraph 0007).

It would have been obvious to one skilled in the art at the time of the invention that the advanced scheduling and messaging system, with its ability to notify all meeting participants (users, meeting attendees) of the ability of all of the other meeting participant's to meet at the prearranged time and place (i.e. timeliness in meeting the schedule appointment), as taught by Bansal et al. would have been utilized to notify customers (service receivers) of the ability of a service provider to meet their schedule appointment with the customer (i.e. timeliness) in view of teachings of Crici et al.; the resultant system enabling service providers to notify their customers (meeting participant's, users, attendees) that they are "running late" and thereby allowing customers (users, other meeting participants) to appropriately adjust their schedules (e.g. cancel/reschedule their appointment) based on the service provider's timeliness (Bansal et al.: Column 4, Lines 27-35 and 54-55).

Regarding Claim 20 Bansal et al. teach a scheduling and notification system and method further comprising updating the information indicating timeliness (Column 2, Lines 64-68; Column 3, Lines 13-16 and 33-50; Figure 1, Element 115).

Regarding Claims 21-22 Bansal et al. teach a scheduling and notification system and method further comprising updating and indicating (displaying, providing, etc.) timeliness (schedule) information comprising:

- enabling users to access the system via a plurality of devices (PDA, PC, IVR, etc.) and interfaces to enter/update appointment information into the scheduler database (Column 2, Lines 64-68; Column 3, Lines 13-16 and 33-50; Figure 1, Element 115);
- sending (providing, storing, saving, etc.) updated schedule information to the database/system (Column 3, Lines 33-50; Figure 1, Element 350; Figure 3); and
- modifying schedule information to indicate updated timeliness (Column 4, Lines 14-62; Figure 3).

While Bansal et al. teach providing schedule information via World Wide Web page and enabling users to enter schedule information via a plurality of interfaces Bansal et al. does not expressly teach that one of the plurality interfaces provided for entering scheduling and/or notification information into the system is a web page (update web page) as claimed.

Crici et al. teach that updating appointment schedule information further comprises (Abstract; Figures 6-8):

- requesting/providing an update web page that enables user to select appointments/schedule information to be updated (Paragraphs 0008, 0016, 0034);

- saving the updated schedule information (Paragraphs 0008, 0016, 0034); and
- updating/modifying service provider and service receiver schedules to reflect updated scheduling information (Paragraphs 0016, 0034); and
- displaying (providing, receiving) the updated schedule information via a web page after the updated information has been modified ("The displays accessed by both the service receivers and service providers are updated continuously as appointments are made and changed.", Paragraph 0034).
in an analogous art of appointment scheduling, for the purposes of enabling users to remotely schedule appointments.

It would have been obvious to one skilled in the art at the time of the invention that scheduling and notification system and method, with its ability to provide schedule timeliness information via World Wide Web page and enable users to enter schedule information via a plurality of interfaces, would have benefited from providing an update web page (web form, web interface) to enables users (service providers and service receivers) to enter and update schedule information remotely in view of the teachings of Crici et al.; the resultant system providing users with remote access to the timeliness information (Crici et al.: Paragraph 0034).

Regarding Claims 23-24 Bansal et al. teach a scheduling and notification system and method further comprising updating and indicating (displaying, providing, etc.) timeliness (schedule) information comprising:

- enabling users to access the system via a plurality of devices (PDA, PC, IVR, etc.) and interfaces to enter/update appointment information into the scheduler database (Column 2, Lines 64-68; Column 3, Lines 13-16 and 33-50; Figure 1, Element 115);
- sending (providing, storing, saving, etc.) updated schedule information to the database/system (Column 3, Lines 33-50; Figure 1, Element 350; Figure 3); and
- modifying schedule information to indicate updated timeliness (Column 4, Lines 14-62; Figure 3).

While Bansal et al. teach providing schedule information via World Wide Web page and enabling users to enter schedule information via a plurality of interfaces Bansal et al. does not expressly teach that one of the plurality interfaces provided for entering scheduling and/or notification information into the system is a web page (update web page) as claimed.

Crici et al. teach the scheduling of appointments between customers (service receivers) and service providers (e.g. doctors/patients, consumers/mechanics), in an analogous art of appointment scheduling, for the purposes of reserving an appointment with a service provider at a specified place and time (Abstract; Paragraph 0007).

Crici et al. further teach that updating appointment schedule information further comprises (Abstract; Figures 6-8):

- requesting/providing an update web page that enables user to select appointments/schedule information to be updated (Paragraphs 0008, 0016, 0034);
- saving the updated schedule information (Paragraphs 0008, 0016, 0034); and
- updating/modifying service provider and service receiver schedules to reflect updated scheduling information (Paragraphs 0016, 0034); and
- displaying (providing, receiving) the updated schedule/timeliness information via a web page after the updated information has been modified ("The displays accessed by both the service receivers and service providers are updated continuously as appointments are made and changed.", Paragraph 0034).
in an analogous art of appointment scheduling, for the purposes of enabling users to remotely schedule appointments.

It would have been obvious to one skilled in the art at the time of the invention that the advanced scheduling and messaging system, with its ability to notify all meeting participants (users, meeting attendees) of the ability of all of the other meeting participant's to meet at the prearranged time and place (i.e. timeliness in meeting the schedule appointment), as taught by Bansal et al. would have been utilized to notify customers (service receivers) of the ability of a service provider to meet their schedule appointment with the customer (i.e. timeliness) in view of teachings of Crici et al.; the resultant system enabling service providers to notify their customers (meeting

participant's, users, attendees) that they are "running late" and thereby allowing customers (users, other meeting participants) to appropriately adjust their schedules (e.g. cancel/reschedule their appointment) based on the service provider's timeliness (Bansal et al.: Column 4, Lines 27-35 and 54-55).

Further it would have been obvious to one skilled in the art at the time of the invention that scheduling and notification system and method, with its ability to provide schedule timeliness information via World Wide Web page and enable users to enter schedule information via a plurality of interfaces, would have benefited from providing an update web page (web form, web interface) to enables users (service providers and service receivers) to enter and update schedule information remotely in view of the teachings of Crici et al.; the resultant system providing users with remote access to the timeliness information (Crici et al.: Paragraph 0034).

Conclusion

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

- Alter et al., U.S. Patent No. 3,553,378, teach a method and system for notifying customers (airline passengers) of the timeliness (on-time, delayed, cancelled) of a service provider (airline) in meeting customer appointments (flight schedule, reservations) over a communication network (phone).
- Lee, Dooyong, U.S. Patent No. 4,788,715, teaches a method and system for notifying customers of the timeliness (wait time) of a service provider in servicing customer requests (queue of incoming service call) wherein the system determines the expected wait time (delay).
- Jones et al., U.S. Patent No. 5,400,020, teach a system and method for notifying customers (e.g. transportation passengers) of the timeliness (on time, delayed, cancelled) of a service provider (bus, train, airplane) in meeting customer appointments (schedule, reservations) wherein users are provided with an estimated arrival time (start time of appointment/schedule).
- Rasansky et al., U.S. Patent No. 5,960,406, teach an online scheduling and calendaring system and method.
- Oster et al., U.S. Patent No. 6,137,425, teach a method and system for notifying customers of the timeliness (wait time) of a service provider in meeting customer appointments (transit schedule).

- Cummings et al., U.S. Patent No. 6,345,260, teach an Internet-based system and method for scheduling service provider appointments (e.g. doctor/patient appointments) wherein the scheduling system enables users to access and update real-time (continuous) schedule information via a web browser.
- Rattner, Manfred, U.S. Patent No. 6,421,649, teaches a method and system for notifying users (patients, service providers, medical facilities/organizations, etc.) of the timeliness of a service provider (medical organization) in meeting customer (patient) appointments wherein the system manages and adjusts customer schedules based on successive delays as well as provides notifications of impending appointments.
- O'Connor et al., U.S. Patent No. 6,803,862, teach a method and system for notifying customers of the timeliness of a service provider (vehicle) in real-time.
- Moczygembba, Roger, U.S. Patent Publication No. 2002/0059082, teaches an Internet-based scheduling system and method for creating, accessing and updating service provider appointments (e.g. doctor) wherein the system enables user to monitor scheduling information remotely via a browser in order to avoid waiting at the service provider's location.
- Hansen et al., U.S. Patent Publication No. 2002/0082848, teach an Internet-based system and method for notifying customers of a service provider's timeliness in meeting scheduled customer appointments (e.g. flight schedule information).

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Scott L. Jarrett whose telephone number is (571) 272-7033. The examiner can normally be reached on Monday-Friday, 8:00AM - 5:00PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Hafiz Tariq can be reached on (571) 272-6729. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

SJ
7/15/2005



TARIQ R. HAFIZ
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 3600